



Definition and Responsibilities of Early Intervention Service Coordination

Name_____Date_____

Before viewing *The Fundamentals of Service Coordination PowerPoint*:

- 1) Write your definition of early intervention service coordination.
- 2) List what you believe to be the responsibilities of the service coordinator.

After viewing *The Fundamentals of Service Coordination PowerPoint*:

- 1) Write your definition of early intervention service coordination.
- 2) List what you now believe to be the responsibilities of the service coordinator.

Participant's name_____ 1.6a



Module 1

Preparing for the Journey by Taking Care of the Service Coordinator



The Fundamentals of Service Coordination



What is service coordination?

Service coordination means the activities carried out by a service coordinator to assist and enable a child eligible under this part and the child's family to receive the rights, procedural safeguards, and services that are authorized to be provided under the State's early intervention program.

IDEA, Subpart A-General Definitions, Sec. 303.23 Service Coordination (case management)





Each child eligible under this part and the child's family must be provided with one service coordinator who is responsible for--

- (i) Coordinating all services across agency lines; and
- (ii) Serving as the single point of contact in helping parents to obtain the services and assistance they need.

IDEA, Subpart A-General Definitions, Sec. 303.23 Service Coordination (case management)





What activities is the service coordinator responsible for?

1. Coordinating the performance of evaluations and assessments;
2. Facilitating and participating in the development, review, and evaluation of individualized family service plans;
3. Assisting families in identifying available service providers;





4. Coordinating and monitoring the delivery of available services;
5. Informing families of the availability of advocacy services;
6. Coordinating with medical and health providers; and
7. Facilitating the development of a transition plan to preschool services, if appropriate.



IDEA, Subpart A-General Definitions, Sec. 303.23



Who is qualified to be a service coordinator?

Service coordinators must be persons who, consistent with Sec. 303.344(g), have demonstrated knowledge and understanding about-

1. Infants and toddlers who are eligible under this part;
2. Part C of the Act and the regulations in this part; and
3. The nature and scope of services available under the State's early intervention program, the system of payments for services in the State, and other pertinent information. (Authority: 20 U.S.C. 1432(4))



What approaches have states taken in developing models of service coordination?

- Interim or intake service coordination
- Direct service provider as the service coordinator
- Interagency service coordination
- Dedicated service coordination





Interim or Intake Service Coordination

The single point of entry:

- Receives a referral
- Completes the intake process
- Explains the early intervention system and procedural safeguards
- Coordinates the eligibility process
- Acts as the service coordinator during the first 45 days from referral

In some cases, the interim service coordinator remains with the family through the first IFSP meeting.

In other cases, they arrange to have the appropriate participants at the meeting. Assignment of an ongoing service coordinator takes place at the initial IFSP.



Direct Service Provider as the Service Coordinator

In this model the early intervention practitioner most closely related to the needs of the child and family provides direct early intervention services and performs the activities of the designated service coordinator.





Interagency Service Coordination

Several agencies provide service coordination to eligible families. State and local interagency agreements are typically in place to ensure that families receive service coordination in compliance with federal and state regulations.





Dedicated Service Coordination

The sole responsibility of the service coordinator is to perform the activities of service coordination. Service coordinators may be part of an early intervention program or by be employed by another agency, project, or program.





What do early intervention practitioners and parents feel are the most important benefits of service coordination?

1. Systems coordination
2. Information and referral
3. Family support and resources
4. Family-centered practices
5. Teaming

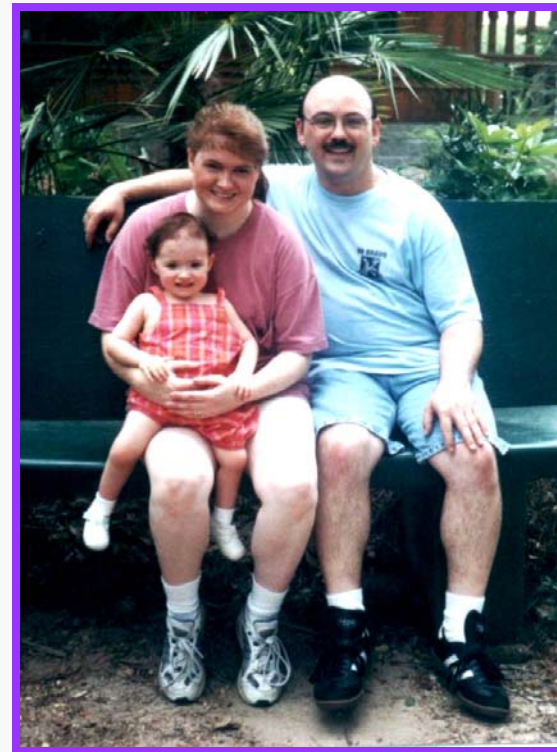
The ERIC/OSEP Special Project. News Brief. *What Do Professionals and Parents Want and Expect from Early Childhood Services?* Online. Retrieved 2-20-04. <http://ericec.org/osep/newsbriefs/news33.html>



What do families say?

“From the beginning there were so many people involved in Emily’s care that we were often overwhelmed by the paperwork and all the procedures necessary for filing for assistance through different agencies.

There was always one person who brought it all into perspective and made everything work together for us. Our early intervention service coordinator taught us how to be organized and conquer one challenge at a time.”





Module 1

Preparing for the Journey by Taking Care of the Service Coordinator

Getting Organized and Staying Safe



Service coordination has been described as insatiable.



Getting organized is essential.



Organizational Tips

- Find and use the planner (paper or electronic) that is right for you.
- Keep a “Task” or “To Do” list and review it several times daily.
- Set priorities.
- Organize your space so key resources are handy.





- Use computer scheduling for keeping up with important dates for family meetings (IFSP, Six-Month Review, Transition, etc.).
- Develop forms for repetitive tasks.
- Learn about and use the help that is available to you through your support staff.
- Meticulously document your actions in children's files.
- Keep a file folder on your desktop for items that need to be filed. When time allows, complete your filing.





- Limit travel by scheduling multiple visits to the same geographical area, whenever possible.
- Be reachable by cell phone, if possible, so you can be alerted to cancellations made to your schedule while you are out of the office.
- If you have access to a state car, develop office agreements for keeping vehicles in good working order and filled with gas.
- Talk to experienced service coordinators, and learn how they organize their work.





The personal safety of the service coordinator is a top priority. Because you work alone and visit families in their homes, it is wise to learn about a few precautions that may help ensure your safety and well-being.



Street Smarts for Home Visitors

1. Think and talk about “What if’s.” Recognize and identify potential choices so paralysis does not occur.
2. Keep vehicle in good working order. Keep light repair and emergency tools and materials in the car.
3. Dress comfortably and wear neutral colors. Shoes are important if “Plan B” is called for.
4. Call ahead so lights can be on and someone is waiting at the door to greet you.
5. Park as near the residence as possible. Be conscious of lighting.



6. Carry a cell phone in your hand when walking.
7. Be confident in your actions. Confusion invites mischief.
8. Meet property manager(s), police, and resident leaders at public housing sites.
9. Travel on main roads. Avoid shortcuts.
10. Use noise to your advantage if conditions become uncertain.
11. If a situation feels wrong, politely excuse yourself, and reschedule your appointment at a different time, in a different location or with a partner.



More than a Matter of Style

- A service coordinator's attire can project a professional, yet friendly, image while influencing her own personal safety. Service coordinators work in a variety of settings requiring flexibility in regard to dress.
- A service coordinator's attire should not be a barrier to the families she seeks to support. For this reason, it is important to take a moderate approach to dress.
- Service coordinators are responsible for choosing clothing that is neat, clean, and appropriate for working with professionals and families. Business dress is recommended for university staff members at university functions.



Suggested Guidelines

For Women

Slacks, blouses, shirts, skirts, dresses, sweaters, jackets, and flat shoes

For Men

Shirts with collars including banded collars and pullover polo shirts, slacks, sweaters, and jackets

Things You Might Want to Avoid

Wrinkled jeans in bad repair, T-shirts with inappropriate designs or words, tank tops, beach shoes, spaghetti straps, strapless tops, halter tops, sweatpants, ill-fitting or revealing attire, expensive jewelry, expensive handbags, etc.



I never worry about what I am wearing!



The Voice of Experience

Name _____ Date _____

Name of the Experienced Service Coordinator	Safety Tip	Tip for Getting Organized	Tip for Managing Stress



Module 1

Preparing for the Journey by Taking Care of the Service Coordinator

Battling Burnout



Battling Burnout



Healthcare Professionals Are at High Risk by Megan Malugani

Attribution: <http://healthcare.monster.ie/articles/burnout/print/>



The odds are high that burnout will strike a healthcare professional at some point in his or her career. Health workers — as well as teachers, clergy and others in the caring professions — are at increased risk for the stress syndrome because of the intensity of their work and the emotional bonds they form with the people they're helping, experts say.

Most people in the healthcare professions carry their jobs home with them. It's good to really care about your patients. But if you don't know how to distance yourself at times, it will be a problem.



Healthcare providers think “I went into this for patients and now there is no time for me. I have nothing left to give.” Eventually, health professionals who constantly put their patients' needs above their own will start to burn out.

What is burnout?

Generally, burnout is caused by a person's inability to relieve the physical and mental symptoms associated with unrelenting stress. It can show up as poor job performance, impersonality with patients and lack of motivation.



Health problems such as high blood pressure, insomnia, depression, or addiction can also be signs of burnout.

The degree of burnout and the way the syndrome manifests itself varies widely from person to person. "First-degree burnout" may include nothing more than a negativity about the workplace, while "third-degree burnout" could be so bad that a health professional has no interest in ever going back to work in the field.



Another way to look at burnout is
"emotional exhaustion."



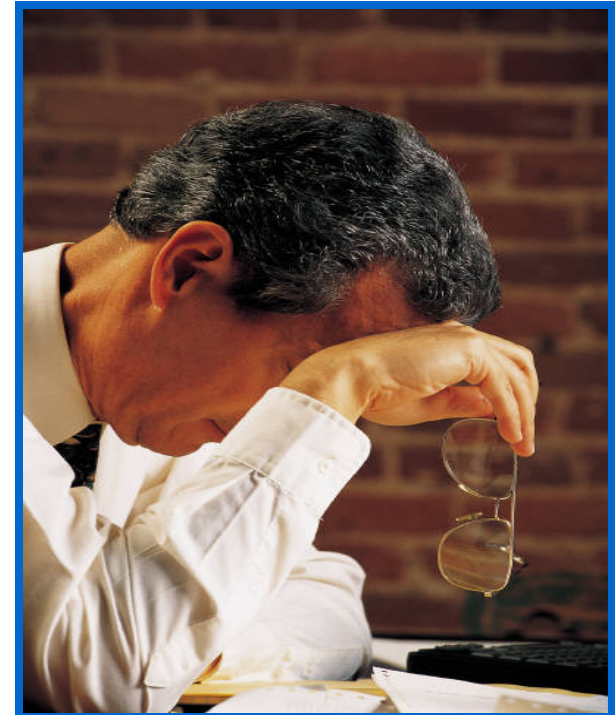


Warning Signs

Generally, burnout is a progressive phenomenon, signaled by subtle changes in mood.

People who are on the verge of burnout take a long time regaining their energy and positive attitude about their work.

For example, if it takes a week rather than a weekend away from the workplace to restore your energy, you may be burning out.





A health professional's burnout level can also be measured at the beginning and end of each day. If you've always awakened in the morning looking forward to the day and now you don't, burnout may be the cause.

And, at the end of the day, only recollecting the negative parts of the day is a serious sign.





Stamp Out Burnout

People at risk for burnout can take action to avoid it. Here are some suggestions for avoiding work-related burnout.





Bond with colleagues.

Reaching out to colleagues and discussing difficult situations can help to reduce stress. Traditionally, there has been a lack of positive feedback among health professionals, fueling isolation and burnout.

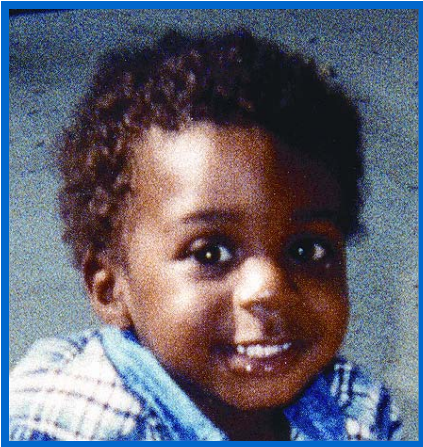


Talk it out — and let others, too.

A friend, colleague, counselor, or career coach can help a person beat burnout just by listening.

Working with someone can help you clarify your vision and what motivates you, and can help you come to terms with the clash between your expectations and the reality of your job.

Employers should also play a role in fostering a more supportive working environment. Organizations should look at provider satisfaction with an attitude that if someone is complaining it's not that they're a complainer, but that something needs to be fixed.



Don't lose sight of the forest for the trees. The most important step people can take to prevent burnout is to constantly evaluate their life priorities and keep them in mind.



Think about the different areas of your life — family, career, hobbies, and religion — like pieces of a pie. Divide the pie in two: how your life is actually sliced, and how you'd like it to be sliced.

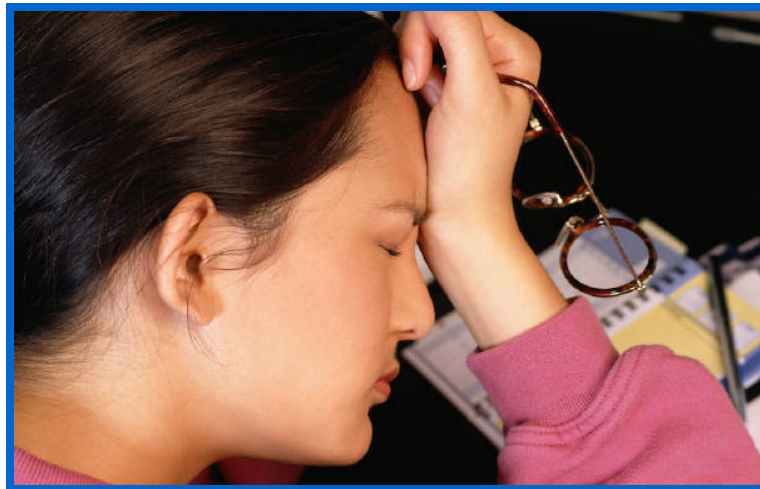


Burnout is preventable in the long-term if you tailor your day-to-day activities to reflect how you'd like your pie sliced.



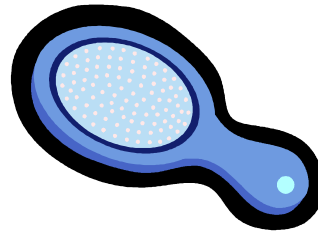
Checklist: Are you burned out?

Because of the intensity of their work and their emotional investment in patients, healthcare professionals suffer a high rate of burnout. Although anyone can suffer from burnout, there are certain personality traits that put a person at risk.





Are you at risk?



- Don't know how to say "no" to demands on their time and energy.
- Assume added responsibility when they are already working at capacity.
- Consistently sacrifice their personal lives for work.
- Lack control in their positions.
- Regularly suppress their emotions.
- Don't discuss their problems or feelings.
- Routinely criticize themselves.
- Haven't learned how to manage stress effectively.